

## Information security

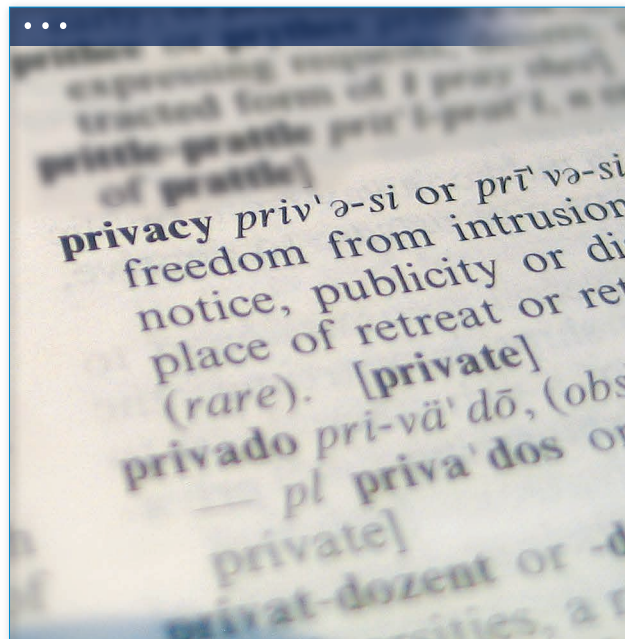
The Victorian Protective Data Security Standards (VPDSS) establish 12 high level mandatory requirements to protect public sector information across all security areas including **governance, information, personnel, Information Communications Technology (ICT) and physical security.**

The VPDSS are consistent with national and international standards and describe the Victorian Government's approach to protecting public sector information. They focus on the outcomes that are required to enable efficient, effective and economic investment in security measures through a risk-managed approach.

## More information

To view this information online go to [coliban.com.au](http://coliban.com.au) and click **Privacy**.

To view the **Information Privacy Principles** we are bound by or for information on the VPDSS, visit the website of the Office of the Victorian Information Commissioner at [www.ovic.vic.gov.au](http://www.ovic.vic.gov.au)



## Contact us

**TELEPHONE: 1300 363 200 (1300 COLIBAN)**

General and billing enquiries and 24-hour faults and leaks.

*Telephone calls are recorded for training and compliance purposes.*

**EMAIL: [privacyofficer@coliban.com.au](mailto:privacyofficer@coliban.com.au)**

**CONNECT: [@coliban.com.au](https://www.facebook.com/coliban.com.au)**

### ONLINE FORM

Our Contact Us online form is available at [www.coliban.com.au](http://www.coliban.com.au) if you would like to ask a question or provide feedback.

### POSTAL ADDRESS

PO Box 2770 Bendigo DC VIC 3554

### OFFICE ADDRESS

37-45 Bridge Street Bendigo Victoria 3550  
Business hours 8am to 5pm

### ACCESSIBILITY

If you would like to view this document in large print, please call us.

### INTERPRETER SERVICE

If you require assistance in a language other than English, we provide a free interpreter service.



Contact the Translating and Interpreting Service (TIS) on **13 14 50** for assistance.

For this information in Burmese (Karen), Arabic, Chinese, Italian, German and Greek see our Translating and Interpreting Service PDF on our website.

For further information see the Translating and Interpreting Service (TIS) National website.

### NATIONAL RELAY SERVICE

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service:



- › TTY users phone **13 36 77** then ask for 1300 363 200.
- › Speak and Listen users phone **1300 555 727** then ask for 1300 363 200.
- › Internet relay users connect to the NRS then ask for 1300 363 200.



# Privacy Statement

**HOW THE *PRIVACY AND DATA PROTECTION ACT 2014* AFFECTS YOU, YOUR ACCOUNT DETAILS AND YOUR INTERACTION WITH COLIBAN WATER.**



## Your privacy

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We are committed to protecting your privacy. The *Privacy and Data Protection Act 2014* ('the Act') regulates how public sector entities, including Coliban Water, can collect and handle your personal information. The Act also sets out the rules relating to protective data security.

We value our relationship with customers, and recognise the position of trust we have extends beyond providing you with water and wastewater services. By following the Act and implementing additional privacy protection practices, we are committed to ensuring your personal information is secure.

## Terminology

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In this Privacy Statement, the expressions 'we', 'us' and 'our' are a reference to Coliban Region Water Corporation. The expression 'personal information' means information or an opinion about an individual that is recorded in any form, and whether true or not, whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Nothing in this statement in any way affects Coliban Water's other rights, obligations or powers, or imposes any obligations on us with respect to commercial trade or other information that is not personal information under the Act.

This statement aims to outline how the Act affects you, your account details and your interaction with Coliban Water.

## Our policy on privacy

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We are bound by, and are committed to supporting, the 10 Information Privacy Principles (IPPs) in the Act. These principles form the basis of laws introduced to strengthen privacy protection for the general public. Our privacy policy complies with the IPPs and seeks to address any concern you may have about why we collect your personal information and to whom this information is disclosed.

## Collecting personal information

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We will receive and securely store the information you provide. The main purpose of collecting this information from you is to help ensure, in accordance with relevant laws, the provision of water and wastewater services. We use the information you provide to bill the correct household and/or property owner for the services we provide.

We also use the supplied information to ensure you receive appropriate and timely information on our services. From time to time we may use the information to conduct surveys of our customers in order to inform our decision-making.

It is important we have the most accurate and up-to-date personal information. If you do not provide full and complete information, it could limit our ability to provide you with appropriate services. In extreme cases, lack of correct information could cause your property to be disconnected.

## Privacy and your account

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We only provide customer account details to 'Authorised Persons'. An Authorised Person is a customer who is registered on a Coliban Water customer record.

If your spouse, partner or co-tenant is not listed as an 'Authorised Person', we will not be able to provide them with information about your account unless we have received your written authorisation to do so.

The authorisation can be completed via an online form or hard copy print out and must include their name and address/contact details and their signature as well as yours.

## Your consent to collection, use and disclosure

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By agreeing to take services provided by Coliban Water for the provision of water and wastewater, you will be deemed to consent to the collection and handling of any information provided in accordance with, and for the purposes outlined in, this statement.

## How we use and disclose your personal information

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The information that you provide to Coliban Water will be used by us to offer, provide and continue to improve our services to you and our other customers.

We may also use the information you provide, in conjunction with information from other sources, for administrative, planning and reporting purposes related to providing customer services.

We will not, without your consent, use or disclose your personal information for any purpose unless it would reasonably be expected that such a purpose is related to our primary function of providing water and wastewater services to your household, property, or business, or where such purpose is permitted or required by law.

## Access to personal information

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You may at any time request access to the personal information that is collected or otherwise held or acquired by Coliban Water in relation to you, or request a more detailed outline of our policies with respect to the management of personal information in general. Please contact our **Customer Support Team** on **1300 363 200 (1300 COLIBAN)**.

Alternatively, you may submit an application for access to your personal information by email to [privacyofficer@coliban.com.au](mailto:privacyofficer@coliban.com.au) or by addressing your request in writing to the Privacy Officer in accordance with the details provided on the back cover of this brochure.

## Our Digital Meter Program

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In 2018, we started a six-year project to install data loggers on existing water meters. The purpose is to record hourly water consumption and transmit information daily for billing and data analysis purposes. The data loggers assist in early leak detection at customer properties, and within our own water distribution network. This will save water and money. Data loggers also remove the need to estimate customer bills and provide us with a better understanding of customer water usage for future planning of services.

The data from each water meter is encrypted and securely transmitted in accordance with Information Privacy Principles in the Act. The data does not contain any personal information. Manual meter reads can still be taken from water meters.